


Housing Authority - County of Los Angeles

September 13, 2006

To: Each Deputy 
From: Carlos Jackson, Executive Director

SUBJECT: SECTION 8 WAITING LIST REGISTRANTS TO RECEIVE APPLICATIONS

This is to advise you that on June 30, 2006, HACoLA mailed 7,500 applications to registrants on the Section 8 waiting list and we are currently processing the applications received. As expected, this has generated an increase in the number of telephone inquiries. Also, on *September 15, 2006*, we will be mailing an additional 15,000 application packets.

To address the anticipated high volume of calls and office visits we are providing dedicated telephone lines for applicants to call and get answers to their questions. The telephone number we will provide is (562) 347-4663, option 2. We have also hired 20 temporary staff to help expedite processing the application packets we receive, five of which will be calling applicants during each step of the process to ensure they have a good understanding of what to expect and what is needed. The application process should take approximately 60 to 90 days.

The application process consists of:

- Application packet is sent, returned, and reviewed.
- Additional information is requested by telephone and by mail as needed.
- Criminal background screening is conducted for all adult household members.
- Voucher is issued to eligible applicants, with initially 60 days to locate a unit.

The most common reasons an application will be cancelled or applicants denied assistance:

- Application packet returned undeliverable.
- Applicant fails to respond or return the application packet by the due date.
- Applicant resides outside of HACoLA's jurisdiction (applicant will remain on the waiting list with original registration date).
- Applicant over income.

We appreciate your assistance and support to ensure this process is handled as efficiently as possible. When you receive calls from applicants, please *refer them to the information they received in their application packet regarding the application process.*

Carlos Jackson
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If you have questions, *please contact Diana Nicolaw, Public Liaison Officer, at (562) 347-4840. (This direct line is for your use only.)*

Thank you in advance.

CJ:DN:dt